

Seat Features:

3-Way Calling - With a 3-Way Call, or an ad-hoc conference, you can bring two other lines (internal and/or external) into a call with you.

Call Logs - Your administrator will have access to view call detail records, such as inbound and outbound calls, time, and duration.

Caller ID and Caller Name Delivery - Incoming calls will include the incoming caller ID and caller name if provided by the network.

Call Park – Put a call on hold to be continued from any seat

Call Transfer – Assisted or blind transfer of a call to another extension

Three-way Calling – Mini-conference a third number to an existing call

Call Waiting - Call waiting allows you to receive a new call while you are still on an existing call.

Call Forward Always - Forward all incoming calls to another extension or phone number.

Call Forward Busy - Forward incoming calls to another extension or phone number when your phone is busy or in Do Not Disturb mode.

Call Forward No Answer - Forward unanswered calls to an extension or phone number other than the voicemail after a set number of rings (default 3).

Call Forward Not Reachable - In the event that you lose your internet service, you can set a number to forward calls to when your phone is offline.

Do Not Disturb - Placing your phone service in Do Not Disturb will cause all calls to go to your voicemail box or specified busy treatment.

E911 – Registration for emergency services

Extension Dialing - You may call other phones in your PBX with an extension, even if they are in other locations.

Last Number Redial - You can redial the last number you called.

Long-Distance Calling - Includes unlimited minutes of domestic US long-distance calling per seat.

Simultaneous Ring - You can specify extensions and numbers to ring at the same time as the desk line extension.

Sequential Ring - A sequence of extensions and numbers can be set up to dial if the desk phone does not pick up.

Speed Dial 100 -

You can specify up to 100 numbers to dial with #xx with the dial pad.

Unified Messaging - Your seat has voicemail included, but can also be configured for voicemail to email, zero-out, and email notifications.

All PBX Include the Following Features:

Auto Attendant – 1 basic free per account

An automated recording that answers the phone and provides a personalized message to callers with options for connecting to the operator, dialing by name or extension, or connecting to up to nine configurable extensions. Configuration via the Customer Portal allows for hours of operation to be modified, with different options available for hours that the company is open or closed.

Company Main Number – 1 free per account

Phone number with unlimited incoming minutes that can be configured to point to any group extension in the PBX (such as an auto attendant or hunt group).

Corporate Directory

System Users are networked for extension to extension calling.

Hunt Groups

Allows users within a group to be included in a specified sub-group to handle incoming calls received by an assigned Hunt Group's phone number. Within the Customer Portal, company administrators can choose from "hunt" schemes, each of which rings the specified phones in a different manner.

Music on Hold

Enables company administrators to upload an audio file (.wav file containing music, advertising, etc.) onto the system to be broadcast to parties while on hold.

Add-On Options:

Advanced Auto Attendant

A multi-level Auto Attendant (for example, enterprise's main Auto Attendant is configured to seamlessly route to the Auto Attendant of a particular department or location).

Call Recording

Allows a user to record their calls in either an always on or on-demand mode. These recording capabilities can allow for personal monitoring or supervised monitoring of recorded calls.

Toll-Free Numbers

An "800" number with inbound calling charged a toll to you, not the caller.

Virtual Number

Additional phone number with unlimited incoming minutes that can be configured to point to any extension in the PBX.

nCommand Client – mobile app

Desktop Sharing

Web Collaboration